

I see rates on the signs, can I get in?

There will be signs to notify motorists if the Express Lanes are open or closed. Motorists can only enter the I-75 South Express Lanes when the overhead signs display the text "OPEN." Toll rate signs are located at about $\frac{3}{4}$ of a mile away from each entrance.

I hit a gate and my car has damage, who do I call?

Immediately call 911. HERO units will be patrolling the Express Lanes to help motorists and move vehicles to shoulders. If an accident occurs, emergency access gates will be located throughout the Express Lanes to allow first responders to quickly enter the lanes to assist.

The gates are up, can I use the lanes?

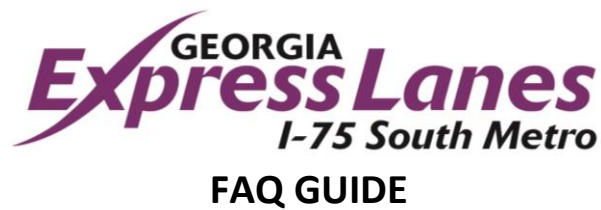
When the I-75 South Metro Express Lanes are "OPEN" in the direction you are traveling, you will see electronic signage with real-time information about using the Express Lanes AND the gates will be up.

How much will it cost to use the road?

Toll rates on the I-75 South Metro Express Lanes will be dynamic, rising as demand increases during peak travel times and falling at off-peak times. Dynamic rate pricing ensures Express Lanes provide more reliable trip times for those who choose to pay and for transit systems using the lanes. This allows as many travelers as possible to use the lanes while still meeting expectations for free-flowing travel.

What are the hours of operation? Direction/weekend vs weekday

The current proposed northbound hours of operation are from 12:30 AM to 11 AM. Southbound operations are proposed for 1 PM to 10:30 PM. These hours allow for the time to reverse the lanes which is anticipated to take 2 hours. On the weekend, the Express Lanes will flow northbound toward Atlanta, unless there is a special event that would benefit from a southbound operation. All of these operational hours are approximate and subject to change to provide maximum benefit to the public once the lanes are operating. (These hours are subject to change)



What happens if my car breaks down?

Pull over safely to the wider shoulder in the facility and call 511. A HERO unit patrolling the facility will provide motorist assistance.

What happens if a vehicle enters in the wrong direction?

It will be very difficult for a vehicle to enter the I-75 South Metro Express Lanes due to the warning gates, barrier gates, and signage that lets motorists know that the gates are closed. In the event that a vehicle enters the lanes the wrong way, there are toll operators who monitor the Express Lanes 24-hours every day; they will immediately contact the local authorities and first responders, who will respond to the wrong way driver in Express Lanes in the same manner as a wrong way driver on the general purpose lanes.

How are you keeping people from going the wrong way?

In addition to the signs displaying the message "CLOSED," a series of warning and resistance gates at each entry and exit point are designed to alert a motorist should they attempt to enter the Express Lanes in the wrong direction.

A series of warning gates are placed along every entry to the Express Lanes to alert motorists prior to the point of entry that the access is CLOSED. The first gate that a motorist sees will have a red banner that says "DO NOT ENTER."

In addition to warning gates, a resistance gate will be used as the final protection measure against a wrong-way driver. This gate is designed to stop a vehicle traveling up to 43 miles-per-hour (MPH).

When will it be open?

The I-75 South Metro Express Lanes are scheduled to open in early 2017.

What happens if there is a crash in the lanes?

A shoulder is available in the I-75 South Metro Express Lanes so that a driver can safely move out of the lane in the event of a vehicle stall or break down. HERO units will be patrolling the Express Lanes to help motorists and move vehicles to shoulders. If an accident occurs, emergency access gates will be located throughout the Express Lanes to allow first responders to quickly enter the lanes to assist. Gates are designed to allow fire trucks and standard vehicles, like an ambulance, to pull into the Express Lanes.



FAQ GUIDE

What vehicles are exempt? Can I use it HOV3+?

All vehicles will require a Peach Pass to use the lanes. Only transit and registered vanpools can use the Express Lanes toll-free. All other vehicles in the I-75 South Metro Express Lanes must pay the tolls including motorcycles and HOV3+.

Are trailers allowed?

All vehicles with two axles and six wheels or less will be able to use the I-75 South Metro Express Lanes if they register and obtain a Peach Pass.

There was a bad wreck in the general purpose lanes, why didn't they open the Express Lanes?

In the event of a bad wreck in the general purpose lanes, first responders will work expeditiously to get the accident cleared away. The operators of the I-75 South Metro Express Lanes will use discretion when opening the Express Lanes for wrecks, special events, or for isolated incidents. Because the I-75 South Metro Express Lanes have limited access points, using the lanes to divert traffic might not be feasible because vehicles might not be able to easily get in/out of the lanes.

What is the speed limit in the Express Lanes?

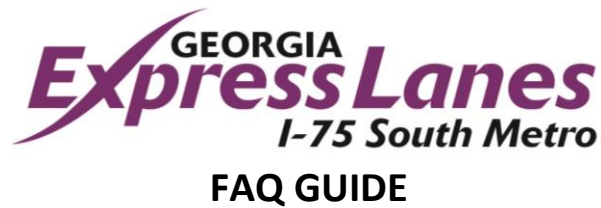
The Express Lanes speed limit is the same as the general purpose lanes. Advisory speeds are posted for the ramps and access points.

Can I go faster in the Express Lane than the general purpose lanes?

The speed limit of the Express Lanes is the same as the general purpose lanes. Advisory speeds are posted for the ramps and access points.

Where can I get on and off?

There are several designated entry and exit points. Vehicles will be able to access the lanes in the northbound direction at slip ramps located north of State Route 155, Hampton Rd (SR20), and Jonesboro Rd (SR81). Northbound traffic exits via slip ramps to I-75 before State Route 138 and I-675. In the Southbound direction, access will be available from slip ramps south of State Route 138 and I-675. Southbound traffic can exit at Jonesboro Rd (SR81), Hampton Rd (SR20), and SR 155.



How long does it take for reversal?

It will take approximately 2 hours to reverse the entire 12-mile system of the I-75 South Metro Express Lanes.

Who makes the decision about what direction the facility is operating?

The Georgia Department of Transportation determines the normal operating direction of the facility based upon traffic conditions. The operating direction is subject to change based upon special events and case-by-case emergency situations.

How will I know if the facility is open/closed?

When motorists are driving on I-75 South Metro Express Lanes, they should look for the Express Lane entrance guide signs. Signs including the distance away from each access point will start about 2 miles before each Express Lane entrance and continue at 1½ mile, 1 mile and a ½ mile before the Express Lanes. These signs are also the first signs to notify motorists if the Express Lanes are open or closed. The distances will be replaced with "CLOSED" when the lanes are closed.

I don't understand my account statement (explanation of how the OD pair/nomenclature)

When you view your transactions on your Peach Pass account statement, you will see codes that look similar to this: 75A-155-01. Below is a breakdown of the transaction codes containing entry points and exit points which indicate where a vehicle entered and exited the Express Lanes:

Northbound Entry Point labels (to I-75):

75A-155-01 – State Route 155

75A-HTN-01 – Hampton Road (State Route 20)

75A-JBO-01 – Jonesboro Rd (State Route 81)

Northbound Exit Point labels (to I-75):

75A-138-01 – State Route 138

75A-675-01 – I-675



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Southbound Entry Point labels (at I-75):

75A-138-21 – State Route 138

75A-675-21 – I-675

Southbound Exit Point labels (at I-75):

75A-155-21 – State Route 155

75A-HTN-21 – Hampton Road (State Route 20)

75A-JBO-21 – Jonesboro Rd (State Route 81)

I got into the lanes by accident and I don't have a peach pass – what do I do?

If you enter the Georgia Express Lanes and you do not have a Peach Pass in your vehicle, you have committed a violation, and you will receive a Uniform Toll Violation. You will be responsible for any associated fees and tolls. Please call the Peach Pass Customer Service Center at 1-855-PCH-PASS (724-7277) to open your Peach Pass account.

How do you set the toll rates?

Toll rates on the I-75 South Metro Express Lanes will be dynamic, rising as demand increases during peak travel times and falling at off-peak times. Dynamic rate pricing ensures Express Lanes provide more reliable trip times for those who choose to pay and for transit systems using the lanes.

Will motorcycles be toll exempt?

Motorcycles are not toll exempt on the I-75 South Metro Express Lanes. Motorcycles must have a Peach Pass and pay the toll.

Will carpool still have an option to be toll exempt?

No. Regardless of the number of occupants in a car, (solo driver, or driver and two passengers, etc.), drivers who wish to access to the lanes will be required to pay a toll (fee).

Will the customers be notified when the lanes reverse?



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Lanes will reverse on weekdays (Monday - Friday) at 11:00 AM (switching from northbound to southbound) and 10:30 PM (switching from southbound to northbound). Each reversal is anticipated to take 2 hours. On the weekend, the Express Lanes will run northbound towards Atlanta, unless there is a special event that would benefit from a southbound operation.

Why is there still construction when the Express Lane is now open?

The Express Lane construction has been completed and the lanes have opened to traffic, however there remains work to be done in the general purpose lanes such as resurfacing northbound lanes in the general purpose lanes. All construction work will be completed by summer of 2017.